



## MANGALI SAIKUMAR

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### PROFESSIONAL SUMMARY

- Having 5+ years of overall experience in IT and 3+ years of experience in Salesforce/Vlocity which includes 1 year of onsite experience.
- Functional and Technical expertise in Telecom Domain.
- Experience in developing Custom fields, Custom Objects, Validation Rules, Workflows, flows.
- Experience in developing vlocity Cards, vlocity Omni Scripts, vlocity Data Raptors, vlocity Templates, vlocity Integration Procedure.
- Extensive experience on deployments using Ant Migration Tool, SFDX .
- Experienced in design of Lightning Components, Apex classes, Controllers & Triggers as per the client and application requirements.
- Experience in SFDC Configurations/Customizations - as Administrator and Developer.
- Extensive experience on Salesforce.com developer toolkit (force.com IDE) and SOQL.
- Hands on experience in designing Security and sharing rules at object, field and record level for different users at different levels of organization.
- Created various profiles and configured the permissions based on the requirement.
- Ability to work on enhancements and fixes in critical components, good team player and also possess good analytical, verbal and written communication, interpersonal, and leadership skills.

### ACADEMIC RECORD

Degree	Completion Year	Institute/ University
B.Tech	2015	Sri Venkateswara University, Tirupati



### CAREER SUMMARY

Organization	Duration
Infosys Limited	May 2015 – Till date

### CERTIFICATIONS

- 1) Vlocity Certified Developer.
- 2) Salesforce Certified Developer.
- 3) Salesforce Certified Administrator.

### ACHIEVEMENTS

- Awarded with Rising Star and Star Performer Awards in my project.

### TECHNICAL SKILLS

<b>SFDC Technology:</b>	Apex classes, Apex Triggers, SOQL, Lightning, SFDX, Vlocity.
<b>SFDC Tools</b>	Import Wizard, Process Builder
<b>Languages</b>	Apex, JavaScript, SQL Database, Siebel, OpenUI
<b>Operating System</b>	Windows XP and Window 7

### PROJECTS

#### Project 1

**Project Title :** Agent Console Service Migration

**Client :** Telstra, Australia

**Location :** Hyderabad

**Technology :** Apex, Vlocity, SFDX

**Duration :** February 2019 - Till Date

**Role :** Salesforce/Vlocity Developer

**Description:**



Telstra is Australia's leading telecommunications and technology company, offering a full range of communications services and competing in all telecommunications markets. This project is executed using the Scrum Agile Software Development methodology. Telstra implemented salesforce to manage the accounts, contacts, orders and of its customers. Used the standard objects of salesforce and implemented custom objects for the user friendly experiences.

#### **Responsibilities:**

- Developed a code to update the GIT repo package to avoid post deployment steps.
- Designed and developed the entire UI using vlocity Omni Scripts which is invoked via vlocity action.
- Created several Auth providers, Named credentials to connect to external systems to get or post the data.
- Extensively worked on apex classes to convert the changes done in vlocity Integration Procedure to apex classes to enhance the performance.
- Involved in several solution design discussions.

#### **Project 2**

**Project Title :** MyTelstra

**Client :** Telstra, Australia

**Location :** Hyderabad/Sydney

**Technology :** Apex, Communities, Lightning, Vlocity, SFDX

**Duration :** February 2017 - January 2019

**Role :** Salesforce/Vlocity Developer

#### **Responsibilities:**

- Designed and developed Salesforce REST API to access from external apps.
- Created a connected app and integration user for authentication when accessing from external apps.
- Built Salesforce lightning communities, hosted the Salesforce lightning components, Vlocity cards and Omniscripts onto Salesforce community.
- Used both salesforce out of the box and open Id connect for authenticating communities.
- Created SSO with third party Auth provider using salesforce Auth provider, Named credentials and custom registration handler controller.
- Involved in Integrating Salesforce with Content Management System(AEM).
- Did regular showcases and other agile ceremonies. Demo of the module built to the product owner.
- Responsible for designing UI using Lightning Components, vlocity OmniScripts.
- Involved in Data migration through import wizard and SFDX.
- Create/Modify users, roles hierarchy, profiles, custom objects, fields, Pick list.



### **Project 3**

**Project Title:** Streamline

**Client:** Telstra

**Location:** Hyderabad

**Duration:** November 2015 to January 2017

**Description:** Streamline in Telstra mainly works on enhancing the user experience using Siebel OpenUI. This project main motto is to provide the Siebel OpenUI application with effective account, product and order management system.

#### **Role and Responsibilities:**

- ✓ Understanding business requirements and translating these into technical solutions.
- ✓ Key player in the team and an expert in debugging the defects and providing the fix.
- ✓ Implemented workflows, Business Scripts, BCs, BOs, Applets and converted Siebel advanced functionality to Siebel Open UI for Streamline in a competitive environment.

#### **DECLARATION**

I hereby declare that the above mentioned is true to my knowledge

SAIKUMAR